

IN THE CLAIMS:

Please amend the claims in the above-identified patent application as follows:

8-1
1 1. (**Amended**) A method for processing electronic messages, said method
2 comprising:
3 receiving a message in an enterprise mail system, said message from a human
4 message sender;
5 categorizing said message by selecting a first category entry from a category
6 database, said category entry containing information for handling particular
7 incoming messages; and
8 creating a response message using said first category entry, said response message
9 including a response body defined in said first category entry and a set of
10 recipients defined in said first category entry.

A3
1 2. (**Amended**) The method of claim 1 wherein one of said recipients comprises a
2 carbon copy recipient.

1 3. (**Amended**) The method of claim 1 wherein one of said recipients comprises a
2 blind carbon copy recipient.

A3

1 4. (**Amended**) A method for processing electronic messages, said method
2 comprising:
3 receiving a first message into an enterprise mail system, said first message from a
4 first human message sender;
5 storing said first message in a message database;
6 assigning a category entry from a category database to said first message, said
7 category entry containing information for handling particular incoming
8 messages;
9 delivering said first message to a first enterprise mail system user; and
10 providing a template response message to said first enterprise mail system user
11 using information in said category entry.

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2 5. (**Amended**) The method of claim 4 wherein assigning a category entry from a
category database to said first message is performed by a rule processor.

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1 6. (**Amended**) The method of claim 4 wherein assigning a category entry from a
2 category database to said first message is performed by said enterprise mail system user.

A³
1 7. (~~Amended~~) The method of claim 4 whering providing a template response
2 message further comprises:
3 providing a set of default message body sections for said template response
4 message.

[Please add the following claims:]

SUB D127
1 12. (~~Added~~) The method of claim 4 wherein said message database comprises a
2 relational database.

A⁴
Sub B³
1 13. (~~Added~~) The method of claim 1 wherein one of said recipients comprises
2 said human message sender.
